

Intelligence Report

Mar 13th - Apr 12th 2025

Briefly we have...

- Delivered a presentation to the Southampton Academy of Research Spring School, highlighting the role of Healthwatch and discussing our local collaborative work with unpaid carers.
- Visited one residential care home and one nursing care home to hear the experiences of people living there.
- Visited the ENT department at the IOW NHS Trust.
- Escalated people's concerns around the loss of funding to AIM (Autism Inclusion Matters).

This report will be shared with local providers and commissioners of services so they can hear where things are working well, and take action when services need improving.

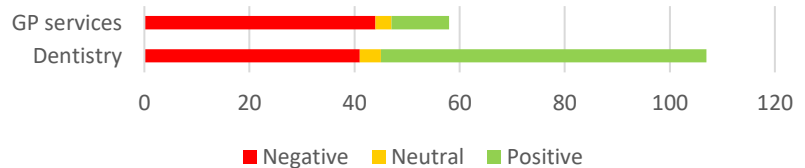
Key issues and themes:

- 6
- Further issues reported regarding the car park ticket machines at St Mary's hospital.
 - People are concerned about the loss of funding for AIM and the impact this will have.
 - People are concerned about long queues for local pharmacy services and delays in getting some medication.

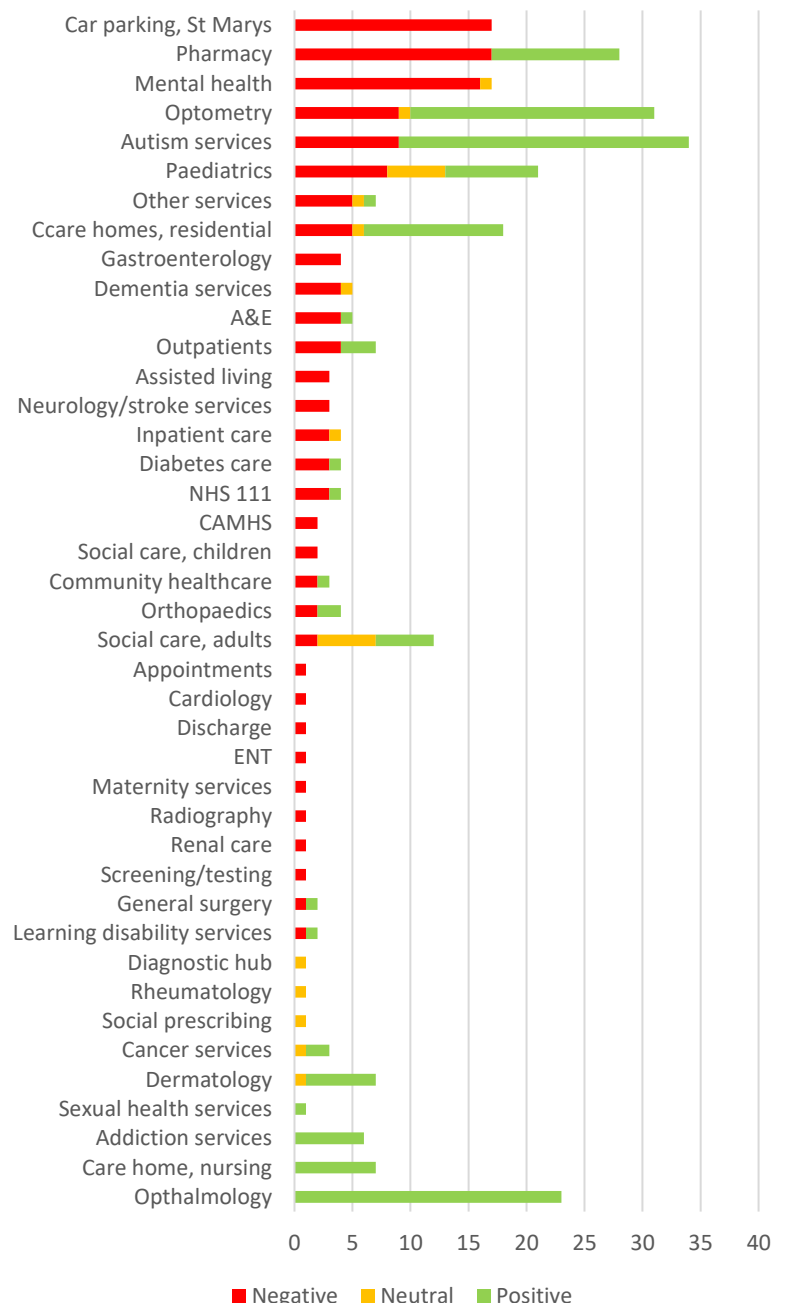
Between March 13th – Apr 12th 2025:

45% of feedback was negative (196)
7% was mixed/neutral (31)
48% was positive (210)

Two Most Common Feedback Topics



Healthwatch Feedback Mar 13 - Apr 12 2025



Advice and information

We provide a statutory information, advice and signposting service on health and social care, to help people get the information they need from a trusted source.

We have a telephone advice line, strong social media presence and a website. We frequently speak to people in their local communities, working with the voluntary sector to reach those people who are seldom heard. We give people access to trusted national and local information and services.

Where is our insight coming from?

We have a busy community engagement programme and have been attending local events and community hubs. People are also able to share their experiences with us via social media, through partner and voluntary sector organisations, by post, telephone, via our website, face to face, text or email.

We will be launching regular surveys to gather feedback about things that are important to local people. This will include surveys about health and social care priorities and looking at people's experience of health and social care services.

What are we hearing?

"Hospital asked me to get a meds review with my GP for their ongoing treatment of me. Only appt available 6 week wait and then with pharmacy assistant not GP."

"AIM is Irreplaceable – A Lifeline for Families like ours, my son, like many others, remains forgotten by the system. But AIM hasn't forgotten him. AIM provides a safe space where he can engage with peers without judgment. It gives him joy, hope, and a vital connection to the world around him."

Sally visited her local pharmacy and was told they have no sharps boxes available for anyone on the IOW and it was a national problem. She was told to "use a jam jar".

"I was unable to get an e-consult in for three days straight, because I wasn't aware that they had enacted a cap on the number of e-consults they receive." (GP practice).

"I'm disabled. I have had various NHS dentists because the practices change to private. They then told me I could pay £19 a month for 2 check ups a year. I couldn't, and definitely can't now, find an extra 19p a month. So what's the answer??"

"Please could it be noted that my (relative) and I have both been experiencing issues accessing prescribed, regular drugs with only partial prescriptions being issued and then significant delays to complete the prescription. Or it taking several days for a prescription to be prepared when the medication is needed more urgently."

"Queueing for an hour to collect medication. Absolutely a nightmare."

*Names have been changed to protect anonymity.

Positive News Stories

401 people completed our annual Prioritisation Survey

Thank you to everyone who completed our survey this year.

We are analysing the results and working through the feedback that people shared in the free text boxes.

The top three topics chosen, will be our main priorities for the next 18 months and are:

1. Dentistry
2. GP services
3. Mental health

If you have any feedback on these services, (Positive or negative), please contact us on: <https://www.healthwatchisleofwight.co.uk/contact-us> or Tel: 01983 608608

1. Please tick 3 of the options below that you feel we should be working on:

Answer Choices	Response Percent	Response Total
1 A&E	18.20%	73
2 Autism	14.21%	57
3 Cancer services	11.72%	47
4 Children's wellbeing	8.98%	36
5 Dentistry	52.12%	209
6 End of life care	10.47%	42
7 GP services	47.88%	192
8 Inpatient care	4.24%	17
9 Mental health	28.43%	114
10 NHS 111	4.49%	18
11 Nursing and care homes	20.20%	81
12 Ophthalmology	1.00%	4
13 Orthopedics	2.24%	9
14 Outpatients	5.24%	21
15 Pharmacy	7.23%	29
16 Social care	20.70%	83
17 Travel/transport	10.72%	43
18 Urgent & emergency care	10.22%	41
19 Other (please specify):	6.98%	28
	answered	401



Alzheimer Cafe Isle of Wight was named winner of the Dementia Care category, at this year's [Markel Third Sector Care Awards](#).

The accolade was given to Alzheimer Cafe Isle of Wight for the opening of the Parklands Dementia Resource Centre in Cowes, which is the first and only dementia hub on the Isle of Wight where people can get the support they need, five days a week.

The service holds a daily Wellbeing Club and Community Café, and provides services for families and carers, including Citizen's Advice support sessions, Isle of Wight Age UK Dementia Care Navigators Drop-in sessions, and health and wellness services.